

EXHIBIT A

Timothy J. Abeel, Jr., Esquire
Attorney ID #000292008
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ATTORNEY FOR PLAINTIFF

SUZANNE DRAKE
1100 RAHWAY RD,
SCOTCH PLAINS, NJ 07076-0000

SUPERIOR COURT OF NEW JERSEY
UNION COUNTY

v.

CIVIL ACTION

COLONIAL RV,
1121 ROUTE 88,
LAKEWOOD, NJ 08701
AND
THOR INDUSTRIES, INC.
P.O. BOX 1486
ELKHART, IN 46515
AND
MERCEDES-BENZ USA, LLC.,
1 MERCEDES DRIVE,
P.O. BOX 350
MONTVALE NJ 07645-0350.

COMPLAINT

CODE: 1900

1. Plaintiff, Suzanne Drake, is an adult individual citizen and legal resident of the State of New Jersey, 1100 Rahway Rd, Scotch Plains, NJ 07076-0000
2. Defendant, Colonial RV, is a corporation qualified to do an regularly conduct business in the State of New Jersey, with its address and principal place of business located at 1121 Route 88, Lakewood, NJ 08701.

3. Defendant, Thor Industries, Inc is a corporation qualified to do and regulary conduct business in the State of New Jersey, with its address and principal place of business located at P.O. Box 1486, Elkhart, IN 46515.

4. Defendant, Mercedes-Benz USA, LLC, is a corporation qualified to do and regulary conduct business in the state of New Jersey, with its address and principal place of business located at P.O. Box 350, Montvale, NJ 07645-0350.

BACKGROUND

5. On or about July 8th, 2015 Plaintiff leased a new 2915 Airstream Interstate Ext, manufactured and warranted by Defendant, bearing the Vehicle Identification Number WD3OF4CD9FP116844.

6. The vehicle was leased in the State of New Jersey and is registered in the State of New Jersey.

7. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$129,929.00. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "A".

8. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

9. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

10. The parties' bargain includes an express 3-year/36,000-mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

11. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes and is worthless to Plaintiff.

12. The first documented warranty repair attempt is believed to have occurred on or before August 5th, 2015 when the subject vehicle had 1,579 miles on it. During the course of the next two (2) year the subject vehicle has been subjected to thirteen (13) separate visits and 118 days out of service for a litany of issues. The subject vehicle has suffered from both issues regarding the interior of the unit, to the automotive components of the unit. A true and correct copy of a list prepared by the Plaintiff detailing the thirteen repair visits attempted on this vehicle, as well as all the repair orders which detail the work done on those visits are attached hereto and marked as Exhibit "B" and Exhibit "C" respectively.

13. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety as provided in 73 P.S. §1951 et seq.

COUNT I

NEW JERSEY MOTOR VEHICLE WARRANTY ACT

14. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein:

15. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

16. Defendant Thor Industries, Inc and Mercedes-Benz USA, LLC are a "Manufacturer" as defined by N.J.S.A. 56:12-30.

17. Colonial RV is and/or was at the time of sale a “Dealer or Motor Vehicle Dealer” in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

18. On or about July 8th, 2015, Plaintiff took possession of the above mentioned Vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

19. Defendants through their authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

20. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

21. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

a. If during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modification arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

22. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

a. It is presumed that a manufacturer or dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 24,000 miles of operation or

during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:

(1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or

(2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.

b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

23. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

24. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

25. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

26. After a reasonable number of attempts, Defendants was unable to repair the nonconformities.

27. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

28. Plaintiff has provided Defendants with a final repair opportunity prior to filing the written Complaint.

29. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorney's fees, and all court costs.

COUNT II

MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

30. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

31. Plaintiff has or may have resorted to Defendants informal dispute settlement Procedure, to the extent said procedure complies with 16 CFR 703.

32. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703, See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

33. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

34. Defendants, Thor Industries, Inc. and Mercedes-Benz, are a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. §2301 (4),(5) and (8).

35. The subject vehicle is a "consumer product" as defined by 15 U.S.C. §2301(1).

36. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

37. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state

in which the vehicle was delivered.

38. Defendants have made attempts on several occasions to comply with the terms of its Express warranties, however, such repair attempts have been ineffective.

39. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

40. Plaintiff has afforded Defendants a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

41. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suite for such damages and other legal and equitable relief.

42. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

43. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers, and/or alternative dispute provisions ineffective for a failure of consideration.

44. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III

UNIFORM COMMERCIAL CODE

45. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth as length herein.

46. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendants, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

47. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of Fitness for a particular purpose and implied warranties of merchantability.

48. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

49. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

50. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendants in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By: Timothy J. Abeel, Jr.

TIMOTHY J. ABEEL, JR., ESQUIRE

Attorney for Plaintiff

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suite pending or presently contemplated.

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By: *Timothy J. Abeel, Jr.*

TIMOTHY J. ABEEL, JR., ESQUIRE

Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of The Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By: *Timothy J. Abeel, Jr.*

TIMOTHY J. ABEEL, JR., ESQUIRE

Attorney for Plaintiff

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Timothy J. Abeel, Jr., Esq. is designated as trial counsel for plaintiff, Suzanne Drake, in this case.

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By: Timothy J. Abeel, Jr.

TIMOTHY J. ABEEL, JR., ESQUIRE

Attorney for Plaintiff

EXHIBIT A.

Retail Order

- ☒ New
☐ Demo
☐ Used
☐

COLONIAL RV

DBA: Colonial Airstream, Colonial Itasca & Colonial Roadtrek
1121 ROUTE 88 LAKEWOOD, NJ 08701 (732) 367-4499 Fax (732) 367-5777

CUSTOMER SUZANNE M DRAKE-TIEDEMAN RICHARD N TIEDEMAN		DATE 07/08/15	STOCK NO. 10491
ADDRESS 1100 RAHWAY RD SCOTCH PLAINS, NJ 07076-0000			
HOME PHONE (908) 625-2128	WORK PHONE N/A	EMAIL dochele@gmail.com	Zip
PLEASE ENTER MY ORDER FOR ONE 2016 AIRSTREAM		MODEL INTERSTATE EXT	
BODY TYPE MH	COLOR BLACK/LT CAMEL	YEAR AND MAKE 74	SERIAL NO. W D 3 P F 4 C D 9 F P 1 1 6 8 4 4
SALESPERSON PAT			
Even though my telephone number may appear on the National Do Not Call Registry, I give Colonial express permission to call me at the telephone numbers set forth on this Buyer's Order.			
Customer Signature X		Date 07/08/15	
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:			
<input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Finance Purchase			
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.			
TO BE DELIVERED ON OR ABOUT			
Price of Unit	129,929.00		
Additional Equipment (options)	N/A		
	N/A		
	N/A		
	N/A		
	N/A		
	N/A		
	N/A		
	N/A		
NO VERBAL COMMITMENTS HAVE BEEN MADE TO ME OTHER THAN WHAT HAS BEEN WRITTEN ON THIS ORDER.			
X			

IF A NEW VEHICLE SALE OR LEASE...
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

7 / 8 / 15 X

Customer's Signature

IF A PURCHASE, THE FOLLOWING APPLY:	
TOTAL PRICE OF VEHICLE	129,929.00
Less Trade-in	N/A
	N/A
	N/A
TOTAL TAXABLE AMOUNT	129,929.00
State Sales Tax	9,095.03
NJ Tire Fee - \$1.50 per New Tire	10.50
	N/A
Registration/Title Fee (Estimated)	N/A
Documentary Fee:	
Clerical Expense \$196.00	
Document Delivery Service \$103.00	\$299.00
NET PAY-OFF ON TRADE-IN	N/A
	N/A
TOTAL	139,333.53
Deposit	139,333.53
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	
BALANCE DUE ON DELIVERY →	N/A
	N/A

WARRANTY OF DEALER'S OBLIGATION (USED VEHICLES ONLY)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).
7 / 8 / 15 X

Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE
Year: N/A Make: N/A Model: N/A
Serial No.: N/A Mileage: N/A
Trade-in Value: N/A Date of: 07/08/15
Less Balance Owed: N/A
Net Trade-in Allowance: N/A
Balance Owed to: _____
Address: N/A
Account No.: _____
Info. From: _____ Good Thru: _____
Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.
X 7 / 8 / 15
Customer's Signature Date

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.
The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims ("claims"), that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitrate the parties understand and agree that they are giving up their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to resolve their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree not (i) to bring any claim as a class action or (ii) seek to have any claims consolidated with the claims of any other person. The arbitration shall be administered by the American Arbitration Association under its Commercial Arbitration Rules, and the Consumer Related Disputes Supplementary Procedures to the extent applicable, before a single arbitrator who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this agreement to arbitrate, other than the waivers of class actions and consolidation, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If the waiver of class actions or consolidation is found unenforceable, this entire agreement to arbitration shall be unenforceable. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. **THIS ARBITRATION PROVISION IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ IT CAREFULLY PRIOR TO SIGNING.**

Accepted By: _____
Date: _____
Dealer or His Authorized Representative

X _____
Date: _____
Customer's Signature

X _____
Date: _____
Customer's Signature

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. I am 18 years of age or older and of full legal capacity to enter into this contract.

Accepted By: _____
Date: 07/08/15
Dealer or His Authorized Representative

X _____
Date: 07/08/15
Customer's Signature

X _____
Date: _____
Customer's Signature

THIS ORDER NOT SUBJECT TO CANCELLATION — DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, COLONIAL AUTO MALL, INC state that the odometer now
(TRANSFEROR'S NAME - PRINT)

reads 74 (no tenths) miles and to the best of my knowledge that it reflects
the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐

(2) I hereby certify that the odometer reading is **NOT** the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE AIRSTREAM

MODEL INTERSTATE EXT BODY TYPE MH

VEHICLE IDENTIFICATION NUMBER WD3PF4CD9FP116844

YEAR 2016

TRANSFEROR'S NAME COLONIAL AUTO MALL, INC
(PRINTED NAME)

TRANSFEROR'S ADDRESS 1121 Route 88
(STREET)

Lakewood, NJ 08701
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X [Signature]
(SIGNATURE)

DATE OF STATEMENT 07-08-2016

TRANSFeree'S NAME SUZANNE M DRAKE-TIEDEMANN

TRANSFeree'S ADDRESS 1100 RAHWAY RD
(STREET)

SCOTCH PLAINS, NJ 07076-0000
(CITY) (STATE) (ZIP CODE)

TRANSFeree'S NAME X [Signature]
(SIGNATURE)

(PRINTED NAME)

EXHIBIT B.

Airstream Interstate-3500 Grand Tour Ext 2016

1 of 2

VIN: WD3PF 4CD9F P1168 44

Purchase date: July 8, 2015

Dealer: Colonial Auto Mall, Inc. dba: Colonial Airstream 1121 Rt 88 Lakewood, NJ 08701

Purchase price: 139,333.53 tax incl. Starting mileage: 74 miles.

Owners: Suzanne M Drake-Tiedemann; Richard N Tiedemann

August 3, 2017 mileage: 8792 miles

History of Problems causing Thirteen visits for RV repair. Jackson Center will be fourteen:

1. 8/5/15 to 8/11 (6 days) mileage 1579

- A.) PS shade inop. — adjusted and lubed
- B.) side screen leading edge out of rim — adjusted
- C.) Leak at roof fan
- D.) Awning not closing front end — adjusted microswitch

2. 9/17/15 (1 day) mileage 1700

- A.) PS shade inop. New motor installed
- B.) Adjusted awning second attempt

3. 6/14/16 (1 day) mileage 2371

- A.) Latch holder for under sofa doors never installed at factory
- B.) Faulty HDMI switch rear TV
- C.) Galley faucet missing handle piece
- D.) Night shades malfunction

4. 7/8/16 to 7/9 (2 days)

Air conditioner does not function with house current. Did not cool sufficiently with generator when in full sun at Long Beach Island, NJ. Checked function stated it is working properly.

5. 8/23/16 (1 day)

- A.) Ceiling fan leak
- B.) Front awning came loose while driving causing alarm. Adjusted
- C.) Doors under rear sofa adjusted and missing strap installed.

6. 11/14/16 to 11/30 (16 days) mileage 5160

- A.) Batteries not charging or holding charge
- B.) Leak in roof, solar area
- C.) Awning gap persists, third attempt
- D.) Rear camera malfunction
- E.) Wire hanging below automatic step
- F.) Rear locker light malfunction

7. 12/1/16 to 12/14 (13 days)

Installed new AGM batteries due to malfunction

8. 12/22/16 to 12/28 (6 days)

- A.) Rear Overhead locker switch replaced
- B.) Blown fuse caused bath light to malfunction
- C.) Mid PS night and sun shades replaced

9. 1/31/17 (1 day) Shade PS malfunction. Motor defective; replaced

10. 2/7/17 (1 day) Clean inside. (small oil stain on PS front seat from previous repair)

11. 4/12/17 (1 day) mileage 5827 DS rear shade inoperative

12. 4/26/17 At North Trail RV Ft. Myers, Florida. Mileage 7123. There until 7/3/2017 (68 days)

- A.) Propane leak outside unit; new unit placed
- B.) PS Electric step inoperative. Replaced
- C.) Inverter Malfunction — Solenoid bad — replaced
- D.) PS mid shade and back door DS inoperative. replaced motors
- E.) PS sliding door scratch and dent


Richard Tiedemann


Suzanne Drake-Tiedemann

Airstream Interstate-3500 Grand Tour Ext 2016

2of2

F.) James Panagoulis, Service Director at North Trail RV, asked if I wanted vehicle washed. I consented. The Alcoa aluminum rims were in new condition before. Now all four wheels are etched. My automotive expert said probable cause is failure to adequately rinse wheel cleaner chemical during washing.

G.) Van left in sun without ventilation causing heat damage to refrigerator door — severe buckling of the plastic shelves.

13. 7/25/17 back at Colonial RV (1 day)

A.) PS Electric step malfunction — needs new magnet

B.) PS rear sunscreen malfunction — needs new motor

C.) Macerator inoperative — replaced fuse

D.) Rear bumper parking sensors stopped functioning after that visit. No problem prior.

ITEMS THAT NEED ATTENTION NOW:

2016 Airstream Interstate Grand Tour, Ext.

Current Problems as of August 4, 2017:

1. PS rear sunscreen motor needs replacement
2. Automatic step needs repair (magnet)
3. Refrigerator door needs replacement due to heat buckling
4. Front end of Fiamma Power Awning latch gap needs repair. Colonial tried 3X.
5. Rear parking sensors need replacement/rewiring since last visit #13.
6. PS sliding door has dent and scratches; repair needed
7. Alcoa Dura Bright Rims need refinishing and new clear coat — damaged at NorthTrail RV through negligence.
8. Thorough check that all systems operate as intended.

Reimbursement of Costs plus Reasonable amount for loss of use (receipts available):

1. Twelve round trips to Colonial RV 96 miles X 12 = 1,152 at \$0.52 is **\$576.00**;
2. Enterprise Rental car Florida from 4/26 until 4/30 (van out of commission), **\$478.70**;
3. Enterprise Rental car from Ft. Myers to Scotch Plains (van not ready by 5/8), **\$106.54**;
4. Hotel bills from Savannah to Florida (lack of privacy in van), **\$674.53**;
5. Hotel bills from Ft. Myers to Scotch Plains (no van to sleep), two nights **\$226.51**;
6. Return trip to Ft. Myers to p/u van, **\$222.42**;

Subtotal: **\$2,284.70, plus ...**

7. Loss of use of van for the 118 days in service for warranty repairs plus time waiting for an appointment of at least 110 days plus expected time at Jackson Center, OH — Two Hundred Twenty-eight days lost for repairs! "Reasonable amount" = **\$777.??**

8. After Airstream expert repairs we need 2 more years of warranty added to make us comfortable trusting the Airstream Interstate Grand Tour, Ext.

P.S.: When purchased, we were assured that this vehicle had LATCH safety seating for infants as stated on 8-4 of the Airstream manual. It does not. LATCH could not be retrofitted. We lost valuable time traveling with our 3 year-old grandson over the past two years. We raised him from five months to five years. Those two years, from 3 to 5, are now gone forever.


Richard Tiedemann



Suzanne Drake-Tiedemann

EXHIBIT C.



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Close Date	8/05/15	R/O Number	6026636/1
R/O Close Date	8/11/15	Status	
Mileage In	1579	Reprint	
Mileage Out	1579	Mileage Out	
Service Advisor / Tag #			
Jake Skidmore/WAIT			
Vehicle Identification Number			
WD3PF4CD9FP116844			
Delivery Date	7/08/15	In-Service Date	
Color	BLACK/LT C	License Number	304352

DRAKE-TIEDEMANN, SUZANNE M
1100 RAHWAY RD
SCOTCH PLAINS, NJ 07076

Year	Make	Model	Work Phone	Home Phone	Body	Delivery Date	In-Service Date	Color	License Number
2016	AIRSTREAM	INTERSTATE EX		908-625-2128	MH			BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

Cell: 908-625-8036 Email: dochele@gmail.com

AMOUNT

#1 - MR Customer Reports: P/S SIDE SHADE INOP
Tech: Joe Giaccio(JG)
NEW SHADE ASSEMBLY NEEDS TO BE ORDERED. WIRES PULL
ED OUT OF SHADE ASSEMBLY 0.00hrs Warranty

#2 - MR Customer Reports: LARGE SIDE SCREEN POPS OPEN
Tech: Joe Giaccio(JG)
ADJ ENTRY SCREEN DOOR 0.50hrs Warranty

#3 - MR Customer Reports: CK LEAK AT ROOF FAN AND PASS SEAT
BELT AREA NOTE VENT WAS OPEN SHORTLY BEPROE
CLOSING IN RAIN
Tech: Joe Giaccio(JG)
NO PROBLEM OR LEAKS FOUND 0.00hrs Warranty

#4 - MR STORAGE: ANY RV LEFT FOR MORE THAN 10 DAYS AFTER WORK
IS
Sub Total: Labor: .00 Parts: .00 Total: .00

#5 * MR Customer Reports: AWNING NOT CLOSING ALL THE WAY.
ADDED OPERATION
Tech: Joe Giaccio(JG)
ADJUSTED MICROSWITCH AS MUCH AS POSSIBLE TO PULL I
N CLOSER, NO OTHER ADJUSTMENTS CAN BE DONE 0.30hrs Warranty

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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ALL WHORSE & ISUZU PARTS
20% RETURN FEE
20% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



AIRSTREAM - ITASCA - ROADTREK
800.265.9019 • www.colonialrv.com

Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Close Date	R/O Number
8/05/15	6026636/2
R/O Close Date	Status
8/11/15	Reprint
Mileage In	Mileage Out
1579	1579
Service Advisor / Tag #	
Jake Skidmore/WAIT	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

DRAKE-TIEDEMANN, SUZANNE M
1100 RAHWAY RD
SCOTCH PLAINS, NJ 07076

Work Phone

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

* SPECIAL-ORDER OR ELECTRICAL PARTS.

AMOUNT

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1. WHORSE & ISUZU PARTS
2. RETURN FEE
3. RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

Service Order #	30 Number
9/17/15	6027200/1
R/O Close Date	Status
9/18/15	Reprint
Mileage In	Mileage Out
1700	1700
Service Advisor / Tag #	
Brian Hawtin	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

DRAKE-TIEDEMANN, SUZANNE M
1100 RAHWAY RD
SCOTCH PLAINS, NJ 07076

Year	Make	Model	Work Phone	Home Phone	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX		908-625-2128	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

Cell: 908-625-8036 Email: dochele@gmail.com

AMOUNT

#1 - MR Customer Reports: INSTALL SOP SHADE, SHADE INOP
CUSTOMER NEEDS TO LEAVE HERE NO LATER THAN 12 TO G
O TO THE AIRPORT

Caused by

LOOSEN REAR VALANCE AND MID VALANCE, UNDO SCREWS O
N MOTOR, RELEASE CLIPS FROM SHADE AND REMOVE TRACK
S, AND LOOSEN AND PULL OUT VALANCE TO SLIDE SHADE
ASSMBLY THROUGH, REMOVE MOTOR AND INSTALL NEW MOTO

Tech: Brian C Baylis(BCB)

Installed: MOTOR POWER SHADE

Freight: UPS

R, WIRE IN MOTOR, CALIBRATE STOP POINTS AND THEN I
NSTALL, PROGRAM THE REST OF THE FUNCTIONS AND TEST
SYSTEM, REASSEMBEL VALANCE,

2.00hrs
Qty: 1

Warranty
Warranty
Warranty

#3 - MR Customer Reports: ADJUST AWNING TO PULL IT IN
TIGHTER. MICROSWITCH-SEE JAKE

Tech: Brian C Baylis(BCB)

ADJUSTED MICRO SWITCH TO PULL IN AWNING TIGHTER

0.00hrs

Warranty

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* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair
work hereafter to be done along with the necessary material and agree that you are not responsi-
ble for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other
cause beyond your control or for any delays caused by unavailability of parts or delays in parts
shipments by the supplier or transporter. I hereby grant you or your employees permission to
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure
the amount of repairs thereto.

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the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, includ-
ing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither
advises nor authorizes any other person to assume for a any liability in connection with the sale of
said products. Any limitation contained herein does not apply where prohibited by law.

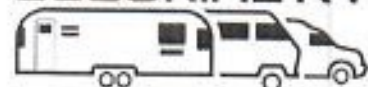
ALL VIKORSE & ISUZU PARTS
30% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GRC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COLONIAL RV

AIRSTREAM - ITASCA - ROADTREK
800.265.9019 • www.colonialrv.com

1724 Route 88

Lakewood, NJ 08701

(732) 367-4499

Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

Page 26 of 62 PageID: 31

R/O Open Date	R/O Number
6/14/16	6030820/1
R/O Close Date	Status
6/15/16	Reprint
Mileage In	Mileage Out
2371	2371
Service Advisor / Tag #	
Jake Skidmore/WAIT	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

DRAKE-TIEDEMANN, SUZANNE M
1100 RAHWAY RD
SCOTCH PLAINS, NJ 07076

Work Phone

Home Phone

908-625-2128

Vehicle Identification Number

WD3PF4CD9FP116844

Delivery Date

7/08/15

In-Service Date

BLACK/LT C

304352

DESCRIPTION OF SERVICE AND PARTS

Cell: 908-625-8036 Email: dochele@gmail.com

AMOUNT

#1 - MR Customer Reports: UNDER REAR SOFA THE LATCH HOLDER
IS MISSING METAL STRAP

Caused by

CABINET LATCH UNDER REAR SOFA CAME LOOSE

Tech: Joe Giaccio(JG)

0.30hrs

Warranty

RE-ATTACH CABINET LATCH WITH SCREWS AND ADJUST
SO CLOSES PROPERLY#2 - MR Customer Reports: QUESTIONS ON TV USAGE AND INTERNET
DVD NOT WORKING ON TV IN REAR

Caused by

DVD NOT WORKING IN REAR

Tech: Joe Giaccio(JG)

1.00hrs

Warranty

Installed: SWITCH HDMI 4X2

Qty: 1

Warranty

Airstream # 512714

REPLACE HDMI SWITCH BOX AND TEST OPERATION

#3 - MR Customer Reports: CHECK AIR IN TIRES

Caused by

CUSTOMER REQUEST

Tech: Joe Giaccio(JG)

0.00hrs

Warranty

SET AIR IN ALL TIRES TO PROPER SPEC

#4 - MR Customer Reports: CHECK IF CAN REPLACE PIECE MISSING
FROM GALLEY SINK HANDLE

Caused by

GALLEY FAUCET MISSING HANDLE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereon to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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ALL WHORSE & ISUZU PARTS
10% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

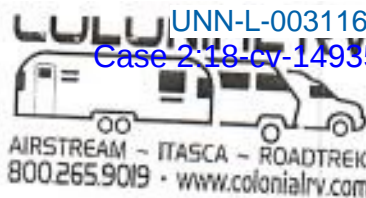
SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1121 E. Main St.
Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

6/14/16	6030820/2
R/O Close Date	Status
6/15/16	Reprint
Mileage In	Mileage Out
2371	2371
Service Advisor / Tag #	
Jake Skidmore/WAIT	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

DRAKE-TIEDEMANN, SUZANNE M
1100 RAHWAY RD
SCOTCH PLAINS, NJ 07076

Work Phone

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

Tech: Joe Giaccio(JG)

PARTS UNAVAILABLE, RECOMMEND REPLACE GALLEY FAUCET

0.00hrs

AMOUNT
Warranty

#5 - MR Customer Reports: CHECK DAY/NIGHT SHADES FOR PROPER OPERATION SOME COME DOWN TO FAR

Caused by

SHADES COMING DOWN TOO FAR

Tech: Joe Giaccio(JG)

REMOVED TO VALANCES TO ACCESS SHADE MECHANISMS POSITION ADJUSTERS PROPERLY AND ADJUST SHADES RE-INSTALL VALANCES

0.50hrs

Warranty

#6 - MR STORAGE: ANY RV LEFT FOR MORE THAN 10 DAYS AFTER WORK IS

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

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ALL IN-HORSE & ISUZU PARTS
2% RETURN FEE
10% RETURN FEE ON GAS ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

COLONIAL RV



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Date	R/O Number
7/15/16	6031238/1
R/O Close Date	Status
7/20/16	Reprint
Mileage In	Mileage Out
2373	2373
Service Advisor / Tag #	
Jake Skidmore/575	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128
Home Phone
908-625-2128

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

Body
MH

DESCRIPTION OF SERVICE AND PARTS

Email: rtmdl314@gmail

AMOUNT

- #2 - MR Customer Reports: CHECK SLIDE UNDER BED FOR PROPER OPERATION
Tech: Joe Giaccio(JG) 0.00hrs Warranty
NPF WORKING CORRECTLY
- #3 - MR Customer Reports: AWNING CAME LOOSE WHILE DRIVING AND IS BEEPING
- #4 - MR Customer Reports: SLIDING SCREEN DOOR CAME OFF TRACK AND CAME APART ON LEADING EDGE, DOES NOT SLIDE OR LATCH EASILY
Caused by
REINSTALLED WHEEL ON TRACK, HAD TO FILE DOWN BOLT ON TOP OF TRACK BECAUSE IT WAS HITTING WHEEL, LUBE D AND REINSTALLED SCREEN AND TESTED
Tech: Joe Giaccio(JG) 0.30hrs Warranty
- #5 - MR Customer Reports: BACK OVERHEAD CABINET LIGHT SOME TIMES DOES NOT LIGHT WHEN OPENED
Tech: Joe Giaccio(JG) 0.00hrs Warranty
COULD NOT DUPLICATE
- #6 - MR Customer Reports: LATCH ON PANTRY/WARDROBE CLOSET AND LATCH ON CURBSIDE UNDER SEAT CABINET ARE TIGHT AND HARD TO OPEN
Tech: Joe Giaccio(JG) 0.00hrs Warranty
NORMAL, THESE ARE TO KEEP THE DRAWERS FROM OPENING

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10% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Open Date	R/O Number
7/15/16	6031238/2
R/O Close Date	Status
7/20/16	Reprint
Mileage In	Mileage Out
2373	2373
Service Advisor / Tag #	
Jake Skidmore/575	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

WHILE DRIVING

AMOUNT

- #7 - MR Customer Reports: INSULATION ON BOTTOM OF CURBSIDE TANK IS HANGING DOWN
Tech: Joe Giaccio(JG)
REATTACHED INSULATION AND ADDED ALUM TAPE TO SECURE
0.20hrs Warranty
- #8 - MR Customer Reports: STAINLESS STEEL RING ON BATHROOM FLOOR IS LOOSE
Tech: Joe Giaccio(JG)
TRIM TRIM FOR OVER HEADLIGHT NOT DRAIN
0.00hrs Warranty
- #9 - MR Customer Reports: ELECTRICAL WIRE UNDER FRONT CURBSIDE STEP IS HANGING DOWN
Tech: Joe Giaccio(JG)
RESECURED WIRE OUT OF THE WAY
0.20hrs Warranty
- #10 - MR Customer Reports: REAR TOW HITCH COVER IS LOOSE
Tech: Joe Giaccio(JG)
REATTACHED CLIP AND STRAIGHTEN BEND
0.20hrs Warranty
- #11 - MR Customer Reports: WHEN TABLE IS UP IN FRONT OF VAN CANNOT USE SLIDE OUT DRAWERS IN PANTRY
- #12 - MR Customer Reports: REMOTE FOR SCREENS IS LOOSE, COVER IS COMING LOOSE
Tech: Joe Giaccio(JG)
REMOTE SCREWS WERE LOOSE CAUSING THE BUTTONS TO SL
0.20hrs Warranty

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ALL WHORSE & ISUZU PARTS
30% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Date	R/O Number
7/15/16	6031238/3
R/O Close Date	Status
7/20/16	Reprint
Mileage In	Mileage Out
2373	2373
Service Advisor / Tag #	
Jake Skidmore/575	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128

Home Phone
908-625-2128

Body
MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

IDE OFF CONTACTS. RESET THE BUTTONS AND TIGHTEN THE SCREWS ON REMOTE

AMOUNT

#13 - MR Customer Reports: CHECK TIRE PRESSURES, VAN PULLS SLIGHTLY TO THE LEFT

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

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ALL WHORSE & ISUZU PARTS
20% RETURN FEE
20% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

8/23/16	PO Number
R/O Close Date	6031757/1
8/25/16	Status
Mileage In	Reprint
2374	Mileage Out
	2374
Service Advisor / Tag #	
Jake Skidmore/WAIT	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

Color
BLACK/LT C

License Number
304352

DESCRIPTION OF SERVICE AND PARTS

Email: rtmdl314@gmail

AMOUNT

#1 -	MR Customer Reports: REAR SCREEN CAME OUT OF TRACK Tech: Joe Giaccio(JG) WORKING CORRECTLY	0.00hrs	Warranty
#2 -	MR Customer Reports: 2 DOORS UNDER BENCHES NOT WORKING Tech: Joe Giaccio(JG) REINSTALLED HINGES ON BRACKETS	0.20hrs	Warranty
#3 -	MR Customer Reports: CEILING FAN LEAKED WHEN IT WAS RAINING Tech: Joe Giaccio(JG) Installed: SEALANT ADSEAL BLK SEALANT SEPERATED FROM FRAME, REMOVED SEALANT AND RESEALED	0.50hrs Qty: 1	Warranty Warranty
#4 -	MR Customer Reports: FRONT AWNING LATCH NEEDS ADJUSTMENT, CAME LOOSE WHILE DRIVING Tech: Joe Giaccio(JG) Tech: Joe Giaccio(JG) ADJUSTED AWNING AS MUCH AS POSSIBLE. THE ONLY ADJU STMENT TO BRING THE AWNING IN TIGHTER IS THE MICRO SWITCH POSITION, ADJUSTED SWITCH AND TESTED. THE BACK WILL ALWAYS CLOSE TIGHTER BECAUSE OF MOTOR	0.00hrs 0.50hrs	Warranty Warranty
#5 -	MR STORAGE: ANY RV LEFT FOR MORE THAN 10 DAYS AFTER WORK IS		
Sub Total: Labor: .00 Parts: .00 Total: .00			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work necessary to be done along with the necessary material and agree that you are not responsible for loss of damage to vehicle or parties left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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10% RETURN FEE
10% RETURN FEE ON GM ONLY
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THANK YOU

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



AIRSTREAM - ITASCA - ROADTREK
800.265.9019 • www.colonialrv.com

Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Close Date	R/O Number
8/23/16	6031757/2
R/O Close Date	Status
8/25/16	Reprint
Mileage In	Mileage Out
2374	2374
Service Advisor / Tag #	
Jake Skidmore/WAIT	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128
Home Phone
908-625-2128
Body
MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

#	DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#6 *	MR Customer Reports: SOLAR ESTIMATE ADDED OPERATION Tech: Joe Giaccio(JG) 100W PANEL CAN BE INSTALLED, \$1,320.00 PLUS TAX WE CURRENTLY DO NOT INSTALL LITHIUM-ION BATTERIES AFTERMARKET AT THIS TIME. ***** * RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY * BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON * SPECIAL-ORDER OR ELECTRICAL PARTS. *****	0.00hrs @ .00

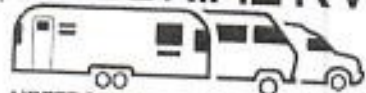
REPAIRS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other loss beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.

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WARRANTY & RETURN PARTS
% RETURN FEE
% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

COLONIAL RV

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1121 Route 88
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Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Open Date	R/O Number
11/14/16	6033127/1
R/O Close Date	Status
11/30/16	Reprint
Mileage In	Mileage Out
5160	5160
Service Advisor / Tag #	
Jake Skidmore/1146	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

Email: rtmdl314@gmail

AMOUNT

- #1 - MR Customer Reports: BATTERIES ARE NOT CHARGING AND NOT HOLDING A CHARGE, EVEN WHEN PLUGGED INTO SHORE POWER IT DOES NOT CHARGE BUT IT CHARGES OFF OF ENGINE
Tech: William Hofer(WAH)
FOUND BUZZING NOISE FROM MAGNUM, CONTACTED JIM AT AIRSTREAM AND DETERMINED THE MAGNUM NEEDS TO BE REPLACED, REMOVED AND REPLACED MAGNUM AND TESTED
2.50hrs Warranty
- #2 - MR Customer Reports: THE ROOF LEAKED LAST TIME WE TOOK A TRIP SEEMED TO COME FROM FANTASTIC VENT
Tech: William Hofer(WAH)
Installed: SEALANT ADSEAL BLK
FOUND LEAK FROM SEALANT AROUND VENT, REMOVED SEALANT AND RESEALED AREA AND TESTED
1.00hrs Warranty
Qty: 1 Warranty
- #3 - MR Customer Reports: THERE IS A POSSIBLE LEAK IN THE BATHROOM IN THE BATHROOM THE FLOOR WAS WET AND HAD ABOUT A 1/2 INCH OF WATER.
Tech: William Hofer(WAH)
Installed: SEALANT ADSEAL BLK
LOCATED LEAKS FROM WHERE SOLAR IS MOUNTED AND THE VENTS ON THE ROOF, REMOVED SEALANT AND RESEALED AREA AND TESTED
1.00hrs Warranty
Qty: 1 Warranty
- #4 - MR Customer Reports: THE SINK NEEDS REPLACEMENT FOR THE MISSING PART ON THE HANDLE, THE HOT/COLD BUTTON

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereon to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

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PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Close Date	Invoice Number
11/14/16	6033127/2
R/O Close Date	Status
11/30/16	Reprint
Mileage In	Mileage Out
5160	5160
Service Advisor / Tag #	
Jake Skidmore/1146	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

Tech: William Hofer(WAH)
INSTALLED MISSING RUBBER BUTTON

0.00hrs

AMOUNT
Warranty

#5 - MR Customer Reports: THE AWNING STILL HAS A GAP ON THE FORWARD END AND IT CAUSED THE ALARM TO SOUND WHILE DRIVING HOME DURING OUR LAST TRIP

Tech: William Hofer(WAH)

1.00hrs

Warranty

FOUND HE PITCH ON THE FRONT PART OF AWNING WAS NOT CORRECT, LOOSEENED ADJUSTMENT AND RESECURED, ADJUSTED THE MICROSWITCH AND TESTED, AWNING CLOSES FULLY EVERY TIME, TESTED MULTIPLE TIMES AND NEW BEEPER

#6 - MR Customer Reports: THE PASSENGER SIDE REAR HAS BEEN DAMAGED

#7 - MR Customer Reports: AIRSTREAM SAID IT IS EQUIPED WITH A CHILD SEAT LAT CH SYSTEM BUT IT DOES NOT HAVE ONE

#8 - MR Customer Reports: THE SMALL DOORS UNDER THE LOUNGE, CENTER, NEED ADJ

Tech: William Hofer(WAH)

0.40hrs

Warranty

ADJUSTED LOWER DOORS AND TESTED

#9 - MR Customer Reports: DRAWERS OPEN WHILE DRIVING BOTTOM UNDER MICROWAVE AND THE ONE NEXT TO IT

Tech: William Hofer(WAH)

1.00hrs

Warranty

Installed: CATCH CABINET 10# BLK

ADJUSTED DRAAWERS , INSTALLED 10LB LATCHES BECAUSE

Qty: 5

Warranty

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1147 Route 88
Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Over Date	R/O Number
11/14/16	6033127/3
R/O Close Date	Status
11/30/16	Reprint
Mileage In	Mileage Out
5160	5160
Service Advisor / Tag #	
Jake Skidmore/1146	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128
Home Phone
908-625-2128
Body
MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

THEY OPEN TOO EASY, REPLACED A TOTAL OF 5 J LATCH ES	AMOUNT
#10 - MR Customer Reports: PANTRY IS HARD TO PULL OPEN Tech: William Hofer(WAH) ADJUSTED HINGES AND ADJUSTED J LATCH	0.30hrs Warranty
#11 - MR Customer Reports: SOME TIMES THE REAR CAMERA SHOWS UP AS SIDE CAMERA Tech: William Hofer(WAH) FOUND ISSUE WITH CAMERA BOX, REMOVED AND REPLACED	0.50hrs Warranty
#12 - MR Customer Reports: WIRE HANGING BY THE STEP, CUSTOMER TAPED IT UP WIT H DUCT TAPE, NEEDS TO BE SECURED CORRECTLY Tech: William Hofer(WAH) SECURED WIRES AND TIED UP	0.20hrs Warranty
#13 - MR Customer Reports: OVER HEAD CABINET LIGHTS INTERMITTENTLY GO ON AND O FF Tech: William Hofer(WAH) COULD NOT LOCATE AN ISSUE	0.00hrs Warranty
#14 - MR AS15V-658: RELOCATE 8 GAGE GROUND WIRE Tech: William Hofer(WAH) PERFORMED RECALL	0.50hrs Warranty
#15 - MR ASTSBR: TCSBR8350079 SOLENOID KIT INTERSTATE MH Caused by	

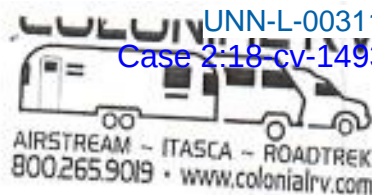
STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing for inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.

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PARTS
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SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
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SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

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1121 Broadway
Lakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Date	R/O Number
11/14/16	6033127/4
R/O Close Date	Status
11/30/16	Reprint
Mileage In	Mileage Out
5160	5160
Service Advisor / Tag #	
Jake Skidmore/1146	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

Service bulletin to correct constant draw from inverter while coach is not in use

Tech: William Hofer(WAH)

Install solenoid kit

0.80hrs

Warranty

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

ALL WORK IS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other loss beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.

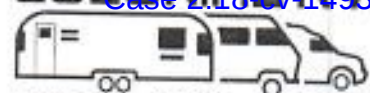
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WHORSE & ISUZU PARTS
RETURN FEE
RETURN FEE ON GM ONLY
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THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

COLONIAL RV

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Lakewood, NJ 08701

(732) 367-4499

Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

R/O Order Date	R/O Number
12/01/16	6033387/1
R/O Close Date	Status
12/14/16	Reprint
Mileage In	Mileage Out
5161	5161
Service Advisor / Tag #	
Jake Skidmore/1146	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

Email: rtmdl314@gmail

AMOUNT

#3 - MR WINTERMH: WINTERIZE UNIT **MOTORHOME SPECIAL**

\$139.95

Tech: William Hofer(WAH)

Kit: WINTERMH: ANTI-FREEZE

Installed: RV ANTI-FREEZE

Hazardous Materials Charge

Sub Total: Labor: 105.00

Parts: 26.10

Total: 131.10

WINTERIZED

1.50hrs

105.00

24.60

Included

1.50

#4 - MR Customer Reports: INSTALL NEW AGM BATTERIES AS PER
RANDY, RANDY IS SENDING REPLACEMENT BATTERIES TO
REPLENISH OUR STOCK \

Tech: William Hofer(WAH)

INSTALLED NEW BATTERIES AS PER RANDY

1.00hrs

Warranty

#5 * MR Customer Reports: POWER STEP INOP

ADDED OPERATION

Tech: William Hofer(WAH)

Installed: MAGNET SCREEN DOOR INSTALL

REPLACE MAGNETIC SWITCH

0.30hrs

Warranty

Qty: 1

Warranty

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

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30% RETURN FEE

10% RETURN FEE ON GM ONLY

SPECIALIST IN COMMERCIAL GMC TRUCKS

THANK YOU

LABOR

105.00

PARTS

24.60

DEDUCTIBLE

.00

SUBLET

.00

SHOP SUPPLIES

.00

HAZARDOUS MATERIALS

1.50

SALES TAX OR TAX I.D.

9.18

SPECIAL ORDER DEPOSIT

.00

DISCOUNTS

.00

TOTAL DUE

140.28

ACCOUNTS RECV 220B/6033387

140.28

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Close Date	12/22/16	R/O Number	6033626/1
R/O Close Date	12/28/16	Status	Reprint
Mileage In	5333	Mileage Out	5333
Service Advisor / Tag #			
Jake Skidmore			
Vehicle Identification Number			
WD3PF4CD9FP116844			
Delivery Date	7/08/15	In-Service Date	
Color	BLACK/LT C	License Number	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128
Home Phone
908-625-2128

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

Body
MH

304352

DESCRIPTION OF SERVICE AND PARTS

Email: rtmd1314@gmail

AMOUNT

#3 - MR Customer Reports: REAR OVERHEAD LOCKED LIGHT INOP
Tech: Christopher DeFelice(CDF) 1.00hrs Warranty
LIGHT INTERMIT INOP, REMOVED AND REPLACED LIGHT AND SWITCH, TESTED TO CONFIRM
TOOK FROM STOCK 11002. LABOR FOR REMOVAL OF SWITCH AND LIGHT, REMOVAL OF SWITCH AND LIGHT ON STOCK, AND REINSTALL IN CUSTOMERS UNIT

#4 - MR Customer Reports: FUSE BLOWN AND BATH LIGHT INOP
Tech: Christopher DeFelice(CDF) 0.00hrs Warranty
REPLACED FUSED AND TESTED, NO SHORTS COULD HAVE BEEN FROM LOW BATTERY ISSUE CAUSING HIGH CURRENT

#5 - MR Customer Reports: MID P/S NIGHT SHADE JAMMED AND DAMAGED, AND DAY SHADE JAMMED AS WELL, REPLACE BOTH SHADES
Caused by
LOCATED MID SHADES JAMMED AND OUT OF ADJUSTMENT, FOUND THAT THE SHADES WORK BUT WHEN THEY JAMMED THEY CAUSED THE ENDS TO SNAP AND THE SHADES WERE ABLE TO COME LOOSE AND SPIN. UNABLE TO REPAIR- REMOVED
Tech: Christopher DeFelice(CDF) 3.00hrs Warranty
SHADES (DAY AND NIGHT) FROM STOCK 11001 AND REINSTALLED IN COACH, WIRED, ADJ, AND TESTED. SHADES SENT BY AIRSTREAM WILL BE REINSTALLED IN STOCK UNIT WHEN IT ARRIVES
3 HOURS IS FOR REMOVAL OF VALANCE, MID SHADE DOES

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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ALL WHORSE & ISUZU PARTS
10% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

COLONIAL RV

AIRSTREAM ~ ITASCA ~ ROADTREK
800.265.9019 • www.colonialrv.com

P12-Room 88

Lakewood, NJ 08701

(732) 387-4499

Fax: (732) 389-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

Revised Date	Invoice Number
12/22/16	6033626/2
R/O Close Date	Status
12/28/16	Reprint
Mileage In	Mileage Out
5333	5333
Service Advisor / Tag #	
Jake Skidmore	

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Vehicle Identification Number

WD3PF4CD9FP116844

Delivery Date

7/08/15

In-Service Date

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

NOT COME OUT EASY- REMOVAL OF SHADES, REMOVAL OF STOCK UNIT VALANCE, REMOVAL OF SHADES AND REINSTALL SHADES ON CUSTOMERS UNIT

#6 - MR Customer Reports: GO THROUGH ALL LIGHTS AND ELECTRONICS AND MAKE SURE EVERYTHING WORKS

#7 * MR Customer Reports: PICKUP AND DELIVER UNIT PER RANDY AT AIRSTREAM

ADDED OPERATION

Tech: Art Unkefer(AU)

6.00hrs

Warranty
Warranty

Work performed by VISA001 : 038822 ()

ADDITIONAL LABOR TO PULL PARTS FROM STOCK UNIT APPROVED BY RANDY. PARTS OVERNIGHTED BY AIRSTREAM AND LOST BY CARRIER.

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *

* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *

* SPECIAL-ORDER OR ELECTRICAL PARTS. *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR

.00

PARTS

.00

DEDUCTIBLE

.00

SUBLET

.00

SHOP SUPPLIES

.00

HAZARDOUS MATERIALS

.00

SALES TAX OR TAX I.D.

.00

SPECIAL ORDER DEPOSIT

.00

DISCOUNTS

.00

TOTAL DUE

.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

R/O Close Date	Status
1/31/17	Reprint
Mileage In	Mileage Out
5410	5410
Service Advisor / Tag #	
Jake Skidmore/WAIT	

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Vehicle Identification Number

WD3PF4CD9FP116844

Delivery Date

7/08/15

In-Service Date

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS**AMOUNT**

Email: rtmdl314@gmail

#1 - MR Customer Reports: SLIDING DOOR SHADE GOES DOWN TOO FAR AND NOT GOING UP ALL THE WAY, SOME OTHERS ON THAT SIDE ARE GOING DOWN TOO FAR

Caused by

REPAIR REQUIRED REMOVAL OF DOOR FACE AND SCREEN R
SCREEN DOOR ASSEMBLY AND THE REMOVAL OF THE SHADE
FACE AND RETAINER.

Tech: Joe Giaccio(JG)

1.50hrs

Warranty

Installed: SHADE 41.75 X 23.5

Qty: 1

Warranty

Freight:

Warranty

FOUND SHADE MOTOR FOR SUNSCREEN DEFECTIVE, REMOVED
AND REPLACED ASSEMBLY AND READJUSTED LIMITS AND P
PROGRAMMED

#2 - MR Customer Reports: FURNACE DOES NOT SEEM TO BE
GETTING WARM ENOUGH

Tech: Joe Giaccio(JG)

0.00hrs

Warranty

RAN FURNACE AND VERIFIED IT IS WORKING NORMALY, AI
R BLOWING OUT OF VENTS IS 130 DEGREES. IN THE COLD
THE FURNACE WILL NEED TO RUN FOR SOME TIME BEFOR
E IT FEELS WARM INSIDE

#3 - MR Customer Reports: P/S MID SHADE GOES DOWN TOO FAR
Tech: Joe Giaccio(JG) 0.30hrs
ADJUSTED LIMITS AND TESTED SHADE, UNSCREWED VALANC
E TO ACCESS ADJUSTERS

Warranty

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ALL VEHORSE & ISUZU PARTS
50% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR**PARTS****DEDUCTIBLE****SUBLET****SHOP SUPPLIES****HAZARDOUS MATERIALS****SALES TAX OR TAX I.D.****SPECIAL ORDER DEPOSIT****DISCOUNTS****TOTAL DUE****NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

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Fax (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

1/31/17	8033953/2
R/O Close Date	Status
1/31/17	Reprint
Mileage In	Mileage Out
5410	5410
Service Advisor / Tag #	
Jake Skidmore/WAIT	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone	908-625-2128
Home Phone	908-625-2128
Body	
Color	BLACK/LT C
License Number	304352

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

Body	Color	License Number
MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

#4 - MR Customer Reports: P/S REAR SIDE SHADE GOES DOWN TOO FAR

Tech: Joe Giaccio(JG)

1.00hrs Warranty

FOUND THAT THE END OF THE SHADE MOTOR WAS CRACKED AND NOT SECURE IN PLACE. REMOVED VALANCE AND REMOVED SHADE, REPLACED END PARTS AND REASSEMBLED AND ADJUSTED LIMITS

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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ALL WHORSE & ISUZU PARTS
30% RETURN FEE
50% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

R/O Close Date	Status
2/07/17	Reprint
Mileage In	Mileage Out
5411	5411
Service Advisor / Tag #	
Jake Skidmore	

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Vehicle Identification Number

WD3PF4CD9FP116844

Delivery Date

7/08/15

In-Service Date

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Email: rtmd1314@gmail

#3 - MR Customer Reports: CLEAN INSIDE

Work performed by BEFO001 : 539298 ()

Internal

 * RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
 * BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
 * SPECIAL-ORDER OR ELECTRICAL PARTS. *

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ALL WHORSE & ISUZU PARTS
 8% RETURN FEE
 10% RETURN FEE ON GM ONLY
 SPECIALIST IN COMMERCIAL GMC TRUCKS
 THANK YOU

LABOR	1.00
PARTS	1.00
DEDUCTIBLE	1.00
SUBLET	1.00
SHOP SUPPLIES	1.00
HAZARDOUS MATERIALS	1.00
SALES TAX OR TAX I.D.	1.00
SPECIAL ORDER DEPOSIT	1.00
DISCOUNTS	1.00
TOTAL DUE	1.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Open Date	R/O Number
4/12/17	6034868/1
R/O Close Date	Status
4/12/17	Reprint
Mileage In	Mileage Out
5877	5877
Service Advisor / Tag #	
Gary Weber/1403	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128

Home Phone
908-625-2128

Body
MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

Email: rtmdl314@gmail

AMOUNT

#1 - MR Customer Reports: C/S DRIVERS SIDE REAR SHADE HAS AN
ISSUE ROLLING UP.

Caused by

INSPECTED AND FOUND MOTOR SPUN

Tech: Brian C Baylis(BCB)

Caused by

INSPECTED, FOUND MOTOR SPUN

Tech: Brian C Baylis(BCB)

REMOVED VALANCE, REMOVED MOTOR, REPAIRED MOUNT
AND REPLACED WHITE RETAINER AND REPROGRAMMED

0.00hrs

Warranty

1.50hrs

Warranty

#2 - MR Customer Reports: PULL DOWN SECTION FOR BED IS OFF
TRACK.

Caused by

OUT OF ALIGNMENT

Tech: Brian C Baylis(BCB)

REMOVED PULL OUT, REPOSITIONED SLIDES AND
REASSEMBLED. TESTS OK WORKS AS DESIGNED

0.50hrs

Warranty

#3 - MR QCSERVICE: FINAL QUALITY CHECK

Sub Total: Labor: .00 Parts: .00 Total: .00

#4 - MR STORAGE: ANY RV LEFT FOR MORE THAN 10 DAYS AFTER WORK
IS

Sub Total: Labor: .00 Parts: .00 Total: .00

#5 * MR Customer Reports: CUSTOMER STATES SLIDING DOOR IS

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for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other
cause beyond your control or for any delays caused by unavailability of parts or delays in parts
shipment by the supplier or transporter. I hereby grant you or your employees permission to
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THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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(732) 367-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
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Monday - Saturday
Closed Sunday

R/O Close Date	R/O Number
4/12/17	6034868/2
R/O Close Date	Status
4/12/17	Reprint
Mileage In	Mileage Out
5877	5877
Service Advisor / Tag #	
Gary Weber/1403	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

HARD TO LATCH THIS IS NORMAL DO TO THE WAY THE

ADDED OPERATION

AMOUNT

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

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THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

.00
.00
.00
.00
.00
.00
.00
.00
.00
.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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Monday - Saturday
Closed Sunday

TOYOTA	TOYOTA
7/25/17	6036150/1
R/O Close Date	Status
7/27/17	Reprint
Mileage In	Mileage Out
8744	8744
Service Advisor / Tag #	
Gary Weber/2098	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Body

MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

Email: rtmd1314@gmail

#1 -	MR Customer Reports: MACERATOR IS INOP Caused by FUSE WAS BLOWN Tech: Joe Giaccio(JG) TECH REPLACED FUSE AND DUMPED THE TANKS	0.50hrs	Warranty
#2 -	MR Customer Reports: ELECTRIC STEP IS NOT WORKING Caused by BAD MAGNET (PART ON ORDER) Tech: Joe Giaccio(JG) Ordered: MAGNET SCREEN DOOR INSTALL	0.00hrs Qty: 1	Warranty Warranty
#3 -	MR Customer Reports: HEAT BUCKLED THE PLASTIC IN THE LOWER SHELF OF THE REFRIGERATOR DOOR Caused by WARPED, DEALER WILL CONTACT NOVA COOL FOR REPLACEMENT DOOR MOD. R3102A4DC SER# 274084 MFG 5/27/15 Tech: Joe Giaccio(JG)	0.00hrs	Warranty
#4 -	MR Customer Reports: PASSENGER REAR SCREEN NOT WORKING Caused by DEFECTIVE MOTOR (PART IS ON ORDER) Tech: Joe Giaccio(JG) Ordered: MOTOR POWER SHADE	0.00hrs Qty: 1	Warranty Warranty

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PARTS
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SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

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Lakewood, NJ 08701
(732) 357-4499
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

7/25/17	6036150/2
R/O Close Date	Status
7/27/17	Reprint
Mileage In	Mileage Out
8744	8744
Service Advisor / Tag #	
Gary Weber/2098	

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone	Vehicle Identification Number
908-625-2128	WD3PF4CD9FP116844
Home Phone	Delivery Date
908-625-2128	7/08/15
	In-Service Date

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#5 - MR QCSERVICE: FINAL QUALITY CHECK
Sub Total: Labor: .00 Parts: .00 Total: .00

#6 - MR STORAGE: ANY RV LEFT FOR MORE THAN 10 DAYS AFTER WORK
IS

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* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

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30% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COLONIAL RV

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800.265.9019 • www.colonialrv.com

121 Route 88

Lakewood, NJ 08701

(732) 367-4499

Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

Invoice Number	RV Number
12/12/17	6038064/1
R/O Close Date	Status
2/21/18	Reprint
Mileage In	Mileage Out
9169	9275
Service Advisor / Tag #	
Gary Weber/1230	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N

1100 RAHWAY RD.

SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

Email: rtmd1314@gmail

AMOUNT

#1 - MR Customer Reports: REAR SHADE DOES NOT WORK SOP HERE

Caused by

DEFECTIVE MOTOR/CONTROLLER

Tech: Christopher DeFelice(CDF)

Tech: Thomas Cygnarowicz(TC)

Installed: MOTOR POWER SHADE

Installed: MOTOR POWER SHADE

Freight:

Installed: REMOTE REAR SCREEN

TECH REMOVED AND INSTALLED NEW MOTOR BUT IT WOULD NOT PROGRAM. TECH CALLED AIRSTREAM AND WAS TOLD BY JEREMY AT AIRSTREAM TO REORDER. TECH REMOVED THE FIRST MOTOR AND CONTROLLER AND INSTALLED THE NEW ONE. TECH PROGRAMED AND ADJUSTED ALONG WITH ADJUSTING THE START STOP POSITIONS. TECH HAD TO REMOVE SHADE ASSEMBLY TO DO THE ADJUSTMENTS AND THEN REINSTALLED SHADE ASSEMBLY

1.00hrs

Warranty

0.00hrs

Warranty

Qty: 1

Warranty

Qty: 1

Warranty

Qty: 1

Warranty

Qty: 1

Warranty

#2 * MR Customer Reports: CIELING LIGHT IS INOP
ADDED OPERATION

Caused by

INTERNAL

Tech: Thomas Cygnarowicz(TC)

Installed: LED CEILING RECESS

REMOVED OLD ASSEMBLY AND REPLACED WITH NEW.

0.00hrs

Warranty

Qty: 1

Warranty

#3 * MR Customer Reports: MOTOR HOME WAS LOW ON GAS WHEN WE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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ALL WHORSE & ISUZU PARTS
20% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

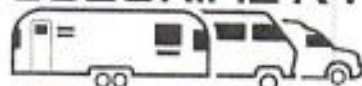
DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COLONIAL RV



AIRSTREAM ~ ITASCA ~ ROADTREK
800.265.9019 • www.colonialrv.com

Lakewood, NJ 08701

(732) 367-4499

Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

FOR OPEN DATE	FOR NUMBER
12/12/17	6038064/2
R/O Close Date	Status
2/21/18	Reprint
Mileage In	Mileage Out
9169	9275
Service Advisor / Tag #	
Gary Weber/1230	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N

1100 RAHWAY RD.

SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

PICKED UP FROM CUSTOMER

ADDED OPERATION

Work performed by VISA001 : MOBIL ()

39.00

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *

* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *

* SPECIAL-ORDER OR ELECTRICAL PARTS. *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employee permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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ALL WHORSE & ISUZU PARTS
30% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	39.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	39.00
VISA/MC 04602A	39.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1121 Route 88

Lakewood, NJ 08701

(732) 367-4499

Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

5/22/18	6039945/1
R/O Close Date	Status
5/30/18	Final
Mileage In	Mileage Out
9276 14,231	9276
Service Advisor / Tag #	
Anthony Santani/1579*W*	

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Vehicle Identification Number

WD3PF4CD9FP116844

Delivery Date

7/08/15

In-Service Date

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Email: rtmd1314@gmail

#1 - Customer Reports:

REMOTE FOR ALL SUNSCREENS AND NIGHT SHADES NEEDS TO BE REPLACED AND PROGRAMED.

Caused by

PROGRAMMED NEW REMOTE FOR SUN AND NIGHT, FOUND REM

Tech: Tommy Sherwood(TS)

0.00hrs @ .00

Warranty

Freight:

Unrealized: REMOTE 16 CHANNEL

Qty: 1

Warranty

OTE WILL NOT GO INTO SLEEP MODE AND WILL DRAIN BATTERIES, ORDERED NEW BUT CUST CAN USE, JUST NEEDS

TO KEEP BATTERIES ON HAND

Warranty

#2 - Customer Reports:

THE CEILING FAN IN BATHROOM NEEDS TO BE REPLACED, IT SHATTERED WHEN TURNED ON.

Tech: Tommy Sherwood(TS)

0.00hrs @ .00

Warranty

Installed: BLADE VANAIR VENT

Qty: 1

Warranty

TECH REPLACED CEILING FAN BLADE THAT WAS GONE AND

TESTED, OK NOW.

#3 - Customer Reports:

THE AWNING DOES NOT LATCH PROPERLY ON THE FRONT END AND DOES NOT WORK AT ALL.

Caused by

TECH FOUND BRANCHES WEDGED INTO AWNING ARMATURE CA

Tech: Tommy Sherwood(TS)

0.70hrs @ 145.00

101.50

Installed: END COVER RH BLK

1@38.00

38.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereafter to be done using the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair bills.

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ALL VEHICLE & BUS PARTS
10% RETURN FEE
10% RETURN FEE ON GM ONLY
5% CASH IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COLONIAL RVAIRSTREAM ~ ITASCA ~ ROADTREK
800.265.9019 • www.colonialrv.comLakewood, NJ 08701
(732) 367-4499
Fax: (732) 369-5777SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Number	R/O Number
5/22/18	6639945/2
R/O Close Date	Status
5/30/18	Final
Mileage In	Mileage Out
9276	9276
Service Advisor / Tag #	
Anthony Santani/1579*W*	

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone	Vehicle Identification Number
908-625-2128	WD3PF4CD9FP116844
Home Phone	Delivery Date
908-625-2128	7/08/15
Body	In-Service Date
MH	
Color	License Number
BLACK/LT C	304352

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Freight:		30.00
Installed: BATTERY STRAP 38IN	2@5.79	11.58
USING STRAIN ON POWER GEAR AND BLOWING FUSE FOR ST EP ALSO REPLACED FUSE, STEP OK. AWNING WILL NOT R ETRACT ALL THE WAY AND JUST GOES IN AND OUT AND NE EDS REPLACING, GAVE CUST ESTIMATE.		
Sub Total: 181.08		

#4 - Customer Reports:

AUTOMATIC STEP DOES NOT WORK, CUST SAYS SEEMS STUC
K.Tech: Tommy Sherwood(TS) 0.00hrs @ .00 Warranty
REPAIRED ON LINE 3 SEE LINE 3.

#5 - Customer Reports:

LEAK UNDER GALLEY SINK FROM THE DRAIN.

Caused by

TECH FOUND CRACKED DRAIN PIPE UNDER SINK., REPAIRE
Tech: Tommy Sherwood(TS) 0.00hrs @ .00 Warranty
Installed: ADAPTER 1-1/2 SWIVEL X FPT Qty: 1 Warranty
Installed: WASHER RUBBER .5 Qty: 1 Warranty
Installed: ADAPTER PVC 1-1/2 X 1-1/2 SLIP Qty: 1 Warranty
D AND TESTED OK NOW.

#6 - Customer Reports:

HOT WATER HAS VERY LOW PRESSURE.

Tech: Tommy Sherwood(TS) 0.00hrs @ .00 Warranty
Installed: MIXING VALVE 90029 Qty: 1 Warranty
092690

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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ALL VEHICLES & ISUZU PARTS
10% RETURN FEE
50% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COLONIAL RV

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1121 Route 88

Lakewood, NJ 08701

(732) 367-4499

Fax (732) 369-5777

SERVICE DEPARTMENT HOURS

8:30 a.m. to 5:00 p.m.

Monday - Saturday

Closed Sunday

Page 51 of 62 PageID: 56

5/22/18	8659945/3
R/O Close Date	Status
5/30/18	Final
Mileage In	Mileage Out
9276	9276
Service Advisor / Tag #	
Anthony Santani/1579*W*	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone

908-625-2128

Home Phone

908-625-2128

Year	Make	Model	Body	Color	License Number
2016	AIRSTREAM	INTERSTATE EX	MH	BLACK/LT C	304352

DESCRIPTION OF SERVICE AND PARTS**AMOUNT**

TECH FOUND CLOGGED MIXING VALVE AND REPLACED WITH NEW TO RESTORE OPERATION, WORKING AS DESIGNED.

#7 - Customer Reports:

BATH SINK FAUCET GETS STUCK WHEN PULLING UP TO SHOWER BRACKET, COUNTER WEIGHT GETS CAUGHT UNDER SINK

Caused by

FOUND HOSE BROKEN AND NEEDS REPLACING, HOSE ON ORDER

Tech: Tommy Sherwood(TS)

0.00hrs @ .00

Warranty

Unrealized: HOSE LAVY FAUCET

Qty: 1

Warranty

ER

#8 - Customer Reports:

SCREEN FIR SIDE DOOR NEEDS ATTENTION.

Tech: Tommy Sherwood(TS)

0.00hrs @ .00

Warranty

Installed: ROLLER SCREEN DOOR PR

Qty: 1

Warranty

TECH CHECKED AND ROLLERS ON BOTTOM OF SCREEN INOPERABLE, REMOVED AND REPLACED ROLLERS AND TESTED, OK NOW.

#9 - Customer Reports:

PLEASE MAKE SURE ALL DOORS LOCK WITH ELECTRONIC KEY

Tech: Tommy Sherwood(TS)

0.00hrs @ .00

TESTED AND LOCKS WORKING WITH ELECTRONIC KEY

Sub Total: .00

#10 - Customer Reports:

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ALL W/ HORSE & ISUZU PARTS

30% RETURN FEE

10% RETURN FEE ON GM ONLY

SPECIALIST IN COMMERCIAL GMC TRUCKS

THANK YOU

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Lakewood, NJ 08701
(732) 367-4459
Fax: (732) 369-5777

SERVICE DEPARTMENT HOURS
8:30 a.m. to 5:00 p.m.
Monday - Saturday
Closed Sunday

R/O Order Date	R/O Number
5/22/18	6039945/4
R/O Close Date	Status
5/30/18	Final
Mileage In	Mileage Out
9276	9276
Service Advisor / Tag #	
Anthony Santani/1579*W*	
Vehicle Identification Number	
WD3PF4CD9FP116844	
Delivery Date	In-Service Date
7/08/15	
Color	License Number
BLACK/LT C	304352

TIEDEMANN, RICHARD N
1100 RAHWAY RD.
SCOTCH PLAINS, NJ 07076-3412

Work Phone
908-625-2128

Home Phone
908-625-2128

Body
MH

Year	Make	Model
2016	AIRSTREAM	INTERSTATE EX

DESCRIPTION OF SERVICE AND PARTS

CHECK AND MAKE SURE VALVER FOR WATER HEATER ARE POSITIONED CORRECTLY, CUST STATES FLOW IS VERY SLOW
Tech: Tommy Sherwood(TS)
SEE LINE 6 FOR REPAIR.

0.00hrs @ .00

Warranty

* RESALABLE PARTS MAY BE RETURNED WITHIN 30 DAYS AND MAY *
* BE SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON *
* SPECIAL-ORDER OR ELECTRICAL PARTS. *

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ALL WHORSE & ISUAL PARTS
30% RETURN FEE
10% RETURN FEE ON GM ONLY
SPECIALIST IN COMMERCIAL GMC TRUCKS
THANK YOU

LABOR	101.50
PARTS	79.58
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	10.01
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	191.09
VISA/MC 04792A	191.09

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



North Trail RV Center
4601 Lexington Ave.
Fort Myers FL USA 33905
Phone #: (239) 693-8200
Fax #: (239) 693-2304

Invoice Number: 145691

Tag Number: 643

Date and Time In: 4/26/2017 - 3:41 PM

Date and Time Out: 4/26/2017 - 3:41 PM

Promised Date: Time: 5/12/2017 - 3:41 PM

Cashed Out Date:

Date Appointment Initiated: 4/26/2017

Service Advisor: (1113EE) James Panagoulis

RICHARD TIEDEMANN
1100 RAHWAY RD
SCOTCH PLAINS NJ 07076-3412

2058590

Home: (908) 625-2128 Cell: (908) 625-8036

Veh Info: 16 AIRSTREAM INTERSTATE GRAND TOUR BLACK

Serial Numbers: WD3PF4CD9FP116844 304352

In-Srv: 7/18/2015 Miles/Hrs In: 7123 Out: Plate #:

Color: EXBLACK Int:

Repair Description	VIN	Second VIN	Mech #	Type	Qty	Ret. Price	Savings	Selling Price	Labor Price	Discount	Ext Discount	Total Ext Price
1	FP116844	304352	1494EE	Service Warranty					INC	INC		INC
GUEST STATES THERE IS A PROPANE LEAK OUTSIDE UNIT..SEE STICKER..GUEST STATES OUTSIDE SWITCH FOR PROPANE IS PUSHED IN..POSSIBLE WHERE LEAK IS..ADVISE CAUSE: Quick connect piece broke,,, need autho to order and replace,,, asking .5 to replace CORRECTION: CLAIM# 5126315 @.50 AUTHO# RM705081 REMOVED BROKE LP FITTING AND INSTALLED NEW FITTING,,, PERFORMED DROP TEST AND NO LEAKS FOUND,,, WORKING AS DESIGNED,,, .5 LABOR												
06-1261	3/8 FLARE X 1/4 MIP				1.00							INC
945327	3/8 X 3/8 FLARE UNION				1.00							INC
69-0163	1/4 CLOSE NIPPLE				1.00							INC
224411	PIANO HINGE 72" SILVER 1 1/2 W				1.00							INC
Parts Total:				INC	Labor Total:			INC	Job Total:			INC
2	FP116844	304352	1494EE	Service Warranty					INC	INC		INC
GUEST STATES PASSENGER SIDE ELECTRONIC STEP IS INOP..GUEST PULLED FUSE AND FUSE ON PASSENGER FRONT SEAT..ADVISE CAUSE: There was a missing fuse,,, checked power going to motor first and saw that no voltage passing through,,, then went and checked for power at control module and had no power,,, after speaking to Jim parrot he said to check the magnet checked and replaced magnet,,, did not have pins so was not able to put fuse in that location,,, read removed screen door in order to see if there was relay // wire disconnected,,, went and checked power at control board and had power,,, checked for power going to motor after an had power going to motor,,, requesting 1.0 diagnosis and 1.0 to replace motor,,, 2.0 total labor CORRECTION: CLAIM# 5126315 @2.00 AUTHO# RM705082 PART RETURN: 5/25/2017 LW DESCRIPTION: STEP MOTOR PART RETURN: 5/25/2017 LW DESCRIPTION: STEP MOTOR MAGNET												
512849AIR	SWITCH-BAR MAGNET W/NO CONT				1.00							INC
512450-103	MOTOR HORZ PROJ STEP 512450				1.00							INC
Parts Total:				INC	Labor Total:			INC	Job Total:			INC
3	FP116844	304352	1494EE	Service Warranty					INC	INC		INC
GUEST STATES INVERTER REAR OUT INSIDE VAN IS FLASHING 4 X A SECOND..ADVISE CAUSE: Solenoid is bad,,, staying in locked position causing constant draw,,, .5 diagnosis .5 to replace,,, 1.0 total labor CORRECTION: Replaced old solenoid with new solenoid and working as designed,,, staying locked with disconnect on and unlocking with disconnect off,,, used multi meter to check and see if there was a draw when disconnect was turned off and no draw,,, 1.0 total labor CLAIM# 5126315 @.50 AUTHO# RM70583 PART RETURN: SOLENOID 5/4/17												
19-0349	DUAL 4-TERM BATT SWITCH P				1.00							INC
Parts Total:				INC	Labor Total:			INC	Job Total:			INC
4	FP116844	304352	1494EE	Service Warranty					INC	INC		INC
GUEST STATES REAR DRIVERS SIDE SHADE IS INOP..HISTORY.. CAUSE: Clip in shade broke causing shade to spin and wind up wires causing failure in shade,,, need autho to order new shade a day replace,,, .2 diagnosis,,, 1.0 to repair,,, 1.2 total labor CORRECTION: CLAIM# 5126315 @1.00 AUTHO# RM70584												

Printed On : 6/26/2017 3:01:11 PM

Repair added after the customer copy printed.Oil & Grease included in Other Charges.

Page 1 of 3

Repair	VIN	Second VIN	Mech #	Type	Qty	Ret. Price	Savings	Labor	Discount	Total
Description								Selling Price	Ext Discount	Ext Price
PART RETURN: 5/25/2017 LW										
DESCRIPTION: AMS SHADE										
704191-03NC	SHADE 49.38X25.50 POWER SAMBA			1.00						INC
Parts Total:				INC	Labor Total:			INC	Job Total:	
5	FP116844	304352	1494EE	Service Warranty				INC	INC	INC
GUEST STATES BACK DOOR SHADE INOP ADVISE										
CAUSE: Internal failure..... tried reprogramming shade to control and did not work..... checked voltage at shade and was 13.01..... need autho to order and replace shade..... .5 diag..... 1.0 to repair..... 1.5 total labor										
CORRECTION: CLAIM# 5126315 @1.00 AUTHO# RM70585										
REMOVED OLD SHADE AND WIRED IN, PROGRAMMED AND SET LIMITS ON NEW SHADE... SHADE IS WORKING AS DESIGNED, LIMITS SET APPROPRIATLEY..... JOB COMPLETE 1.0 TOTAL LABOR										
PART RETURN: 5/25/2017 LW										
DESCRIPTION: AMS SHADE										
704191-01NC	SHADE 21.13X17.5 POWER SAMBA			1.00						INC
203650NC	COVER REMOTE FILL NCV3			1.00						INC
Parts Total:				INC	Labor Total:			INC	Job Total:	
6	FP116844	304352	1494EE	Service Retail				\$29.00	\$0.00	\$29.00
GUEST STATES P/S MIDDLE WINDOW SHADE INOP ADVISE										
CORRECTION: Ran shade multiple times..... did not stop nor did I have to reprogram..... shade working as designed, during qc shade working as designed.										
Parts Total:					Labor Total:			\$29.00	Job Total:	
7	FP116844	304352		Service Retail				\$29.00	\$0.00	\$29.00
GUEST STATES MICROWAVE UNIT IS INOP ADVISE										
CORRECTION: Checked voltage at outlet to make sure microwave had power, voltage read 117.8..... Put cup of water in microwave for 30 seconds and water was hot when finished... microwave working as designed.....check during qc and system working as designed.....										
Parts Total:					Labor Total:			\$29.00	Job Total:	
8	FP116844	304352		Service Retail				\$0.00	\$0.00	\$0.00
GUEST STATES DRAWERS BELOW THE KITCHEN DIFFICULT TO OPEN BINDING SEE STICKERS										
CORRECTION: Opened and closed drawers multiple times and could not find problem they use 10lb catch latch and is best to use those to prevent drawers from flying open when objects are inside drawers										
Parts Total:					Labor Total:			\$0.00	Job Total:	
9	FP116844	304352		Service Retail				\$0.00	\$0.00	\$0.00
EST ON BODY WORK SCRATCH SEE STICKER...PASSENGER SLIDER DOOR										
CORRECTION: no work performed at this time.										
Parts Total:					Labor Total:			\$0.00	Job Total:	
10	FP116844	304352		Service Retail				\$0.00	\$0.00	\$0.00
GUEST REQUEST EST ON WASH AND WAX.										
CORRECTION: 40.00 wash										
SUBLET	wash			1.00	\$40.00	\$0.00		\$40.00	\$0.00	\$40.00
Parts Total:				\$40.00	Labor Total:			\$0.00	Job Total:	
11	FP116844	304352	1494EE	Service Warranty				INC	INC	INC
GUEST STATES SOAP DISPENSER IS LEAKING ADVISE										
CORRECTION: tighten dispenser//customer goodwill..n/c										
Parts Total:					Labor Total:			INC	Job Total:	
									\$0.00	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$50.00. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DOES NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE.

Parts Total:	\$0.00
Core Total:	\$0.00
Freight Total:	\$0.00
Sublet Total:	\$40.00
Labor Total:	\$58.00
- Labor Discount:	\$0.00
Other Charges:	\$0.00
Shop Supplies:	\$2.90
Sub Total:	\$100.90
- Parts Discount:	\$0.00

Ext Price:	\$100.90
Sales Tax:	\$6.05
Total:	\$106.95
- Deductible:	\$0.00
- Deposits:	\$106.95
Amount Due:	\$0.00
Amt Tendered:	\$0.00
Chg Returned:	\$0.00

CUSTOMER COPY

DISCLAIMER OF WARRANTIES - Any warranties on the products sold under this repair order are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the Seller, in no way affects the terms of the manufacturer's warranty.

Signed: _____

I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of looking, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs hereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Signed: _____



North Trail RV Center
4601 Lexington Ave.
Fort Myers FL USA 33905
(239) 693-8200

Cashout Date: 6/26/2017 2:59:00 PM
Date Printed: 6/26/2017 2:59:17 PM
Doc #: 30663
PO Number:
Salesperson: 1329EE
Cash Drawer: Mark
Customer #: 2058590
Customer: RICHARD TIEDEMANN

Deposit Amount: \$106.95

VISA CARD \$106.95

Amount Tendered: \$106.95

Change Returned: \$0.00

NO RETURNS ON ELECTRICAL
ITEMS. NO RETURNS WITHOUT
SALES RECEIPT. RESTOCKING
CHARGE OF 20% ON NON-STOCK
ITEMS!



Ray Catena of Union LLC
 95 Progress Street
 UNION, NJ 07083
 (908) 379-7201
 www.raycatena.com



CUSTOMER NO 179316	ADDRESS DANIEL VENTURA	TRA NO 296 0865	INVOICE DATE 04/13/18	WARRANTY NO ZNCS811813
RICHARD TIEDEMANN 1100 RAHWAY RD SCOTCH PLAINS, NJ 07076-3412	LABOR RATE 138.00	MILEAGE 9,582	COLOR JET BLACK/T	STOCK NO
rtnd1314@gmail.com	YEAR MAKE MODEL 15/MERCEDES-BENZ VAN/SPRINTER CARGO/	DELIVERY DATE 07/08/15	DELIVERY MILES	
RESIDENCE PHONE 908-625-8036	VEHICLE ID NO WD3PF4CD9FP116844	SELLING DEALER NO XXXXX	PRODUCTION DATE 02/05/15	
BUSINESS PHONE	COMMENTS E# 64289641680069	R.O. DATE 04/13/18		
				MO: 9583

LABOR & PARTS-----
J# 1 98MBZ-WAITER CLIENT IS WAITING TECH(S):0446 INTERNAL
 CLIENT IS WAITING FOR REPAIRS
 THANK YOU FOR ALLOWING ME TO SERVICE YOUR VEHICLE.
 IF YOU HAVE ANY CONCERNS OR QUESTIONS PLEASE CONTACT ME AT
 908 379-7201.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 68MBZ-INTERIOR- MISC INTERIOR REPAIR TECH(S):0446 WARRANTY
 CLIENT STATES THE SLIDING DOOR WONT LOCK CK AND ADVISE
 TECH CONFIRMED CONCERN PERFORMED GUIDED TEST FOUND INTERNAL
 SHORT IN DOOR LOCK ACTULATOR.
 REPLACED SLIDING DOOR LOCK ACTULATOR. PERFORMED A FUCTION
 TEST ALL OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 1 906-730-21-00 DOOR LOCK WARRANTY 0.00
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00MBZ0000 CHECKFLUIDS/TIRES TECH(S):0446 INTERNAL
 CHECK ALL FLUID LEVELS AND TIRE PSI
 TECH INSPECTED ALL FLUID LEVELS AND TIRES
 TOPPED OFF ALL FLUIDS AND CHECKED TIRE PRESURE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS-----
 908-625-8036

TOTALS-----


 * METHOD OF PAYMENT
 * [] CASH [] CHECK *
 * [] A/X [] VISA
 * [] MASTER
 * [] RCMC CHARGE

 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

THANK YOU

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

 AIRSTREAM				Appointment Date	2017-08-11	Vehicle Arrived	2017-07-31	WSO Date/Prep	2017-08-10	Claim Number	
Claim Status	Posted	Repair Comp Date	2017-08-11	Customer Notified	2017-08-24	Vehicle Picked up	2017-08-24	5132124			
Serial Number	1B9GUWH25GJ304352	Credit Date		Dealer WOV		Mileage	8,799	Una:304352			
		Chassis		Model	BGUWHG-NCV	Year	2016	Purchase Date	2015-07-08		
DEALER				CUSTOMER							
Number	J999	Labor Rate:		Alternate Contact		Alt. Phone					
Name	J999-SERVICE DEPARTMENT	Phone		Contact	Suzanne M. & Richard N. Drake-Tiedem	Phone	9086252128				
Address				Customer Email							
Address				Address	1100 Rahulay Rd.						
City	JACKSON CENTER	State	OH	Zip	45334	City	Scotch Plains	State	NH	Zip	07076
Job Number 1		GOODWILL (AIRSTREAM USE)		Operation Code		TCGDVMD00018	Failure Code	Goodwill			
Denial Code		Airstream Use		Initials	bc	Auth	JP708241				
Denial Desc				Requested Hrs	16.00	Req Amt		Allowed Hours	16.00	Repair Amt	Sublet
Cause				Remedy							
CS rear sunscreen motor needs replaced				replaced all shades per goodwill /replaced , adjusted and reprogram all and had to repair 4 out 6 window boxes							
ItemID	Parts Desc	Rat Tag	Qty	Unit Price	Total Parts	Adjusted Total					
704392-01	SHADE-21.13 X 17.0 POWER SAMBA		2								
704392-02	SHADE-41.75 X 23.5 POWER SAMBA		1								
704392-04	SHADE-50.25 X 25.50 POWER SAMBA		1								
704392-08	SHADE-53.88 X 20.50 POWER SAMBA		1								
704392-17	REMOTE-16 CHANNEL (NEW STYLE) #EL-213P		1								
Job Number 2		Door Switch Replace		Operation Code		TCCHS3677020	Failure Code	COMPONENT F2			
Denial Code				Initials	bc	Auth	JP708242				
Denial Desc				Requested Hrs	0.60	Req Amt		Allowed Hours	0.60	Repair Amt	Sublet
Cause				Remedy							
Step repair needed				step switch bad replaced							

Claim Number 5132124

ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total
512849	SWITCH-BAR MAGNET WINC/NO CONTACTS		1			
Job Number 3	Refrigerator Door Replaced	Operation Code	TCADPP2095020	Failure Code	BUCKLED	
Denial Code		Initials	cr	Auth	JP708243	
Denial Desc		Requested Hrs	0.50	Allowed Hours	Repair Amt	Sublet
Cause		Remedy				
	Refrigerator door is buckling.		replaced door			
ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total
Job Number 4	Awning Bracket Adjust	Operation Code	TCEXT3508056	Failure Code	MISALIGNED	
Denial Code		Initials	bc	Auth	JP708244	
Denial Desc		Requested Hrs	1.00	Allowed Hours	Repair Amt	Sublet
Cause		Remedy				
	Front end of Flammara Awning latch gap needs repair. Colonial has tried 3x		adjusted awning			
ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total
Job Number 5	GOODWILL (AIRSTREAM USE) Airstream Use	Operation Code	TCGDW6000018	Failure Code	COMPONENT F2	
Denial Code		Initials	bc	Auth	JP708245	
Denial Desc		Requested Hrs	3.25	Allowed Hours	Repair Amt	Sublet
Cause		Remedy				
	Rear parking sensors need replaced/rewired.		several sensors into the bumper cover sensors and harness are a Mercedes part . / found bad sensor and replaced bad sensor			
ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total
112014-01w	SENSOR- #A2215420417 WHITE		1			

Job Number 6		GOODWILL (AIRSTREAM USE)		Operation Code		TCGDW6000018	Failure Code	SCRATCHED	
Denial Code		Airstream Use		Initials	bc		Auth	JP708246	
Denial Desc				Requested Hrs	Reg Amt	Allowed Hours	Repair Amt	Sublet	
				2.50		2.50			
Cause				Remedy					
				buffed out what scratches we could , / replace 1 panel					
ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total			
NPN	dent removal		1						
203624-16b	PNL-PASSENGER SLIDER DR BLACK		1						
203624-27	TRIM-PASS SLIDE DR CHROME NCV3		1						
Job Number 7		GOODWILL (AIRSTREAM USE)		Operation Code		TCGDW6000018	Failure Code	Goodwill	
Denial Code		Airstream Use		Initials	js		Auth	JP708247	
Denial Desc				Requested Hrs	Reg Amt	Allowed Hours	Repair Amt	Sublet	
				0.50		0.50			
Cause				Remedy					
				Wheels need refinished-Damaged at Northral RV					
ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total			
411004-01	WHEEL 16 X 5.5 JG FRT POL OUTSIDE		2						
Job Number 8		Refrigerator Poor Air Flow (Moved)		Operation Code		TCAPP2133066	Failure Code	SERVICE BULE	
Denial Code		Poor Air Flow		Initials	cr		Auth	JP708248	
Denial Desc				Requested Hrs	Reg Amt	Allowed Hours	Repair Amt	Sublet	
				3.00		3.00			
Cause				Remedy					
				refer bulletin					
ItemID	Parts Desc	Ret Tag	Qty	Unit Price	Total Parts	Adjusted Total			
112292-028	PNL-REFER 16.38X8.81 ASIAN SAND		1						
382297	VENT-4"X8" BLK PLASTIC		2						
382298	GRILLE-12"X6" BLK STEEL		1						

Job Number 9		Bulletin #164 - Interstate Extended & Interstate Grand				Operation Code		TCSBR8350079		Failure Code		SERVICE BULLE	
Dental Code		Tour Battery Disconnect Relay				Initials		CR		Auth		JP708249	
Dental Desc		Service Bulletin				Requested Hrs		Req Amt		Allowed Hours		Repair Amt	
						1.50				1.50		Sublet	
Cause						Ramady							
solenoid recall						replaced solenoid							
ItemID		Parts Desc		Rot Tag		Qty		Unit Price		Total Parts		Adjusted Total	
512604		DISC-MAIN 275A WREMOTE OP				1							
Comments:				WBCCI		Parts		Requested		Denied		Net	
Check all systems-Randy McNealey/B.Herring When finished with repairs.				Tag Number		Labor							
				Prepared By		Mark Up Allowance							
				Brad Herring		Sublet							
				Freight									
				Claim Total									
TERMS AND CONDITIONS				I acknowledge that the services listed above have been completed, and to the extent they may be covered under warranty, I authorize AMSTWELM INC. to make payments to the servicing dealer									
AUTHORIZED BY													

Claim Number 5132124

Civil Case Information Statement

Case Details: UNION | Civil Part Docket# L-003116-18

Case Caption: DRAKE SUZANNE VS COLONIAL RV
Case Initiation Date: 09/11/2018
Attorney Name: TIMOTHY JOHN ABEEL JR
Firm Name: TIMOTHY ABEEL & ASSOCIATES, PC
Address: 309 FELLOWSHIP RD EAST GATE CENTER STE
200
MT LAUREL NJ 08054
Phone:
Name of Party: PLAINTIFF : DRAKE, SUZANNE
Name of Defendant's Primary Insurance Company
(if known): None

Case Type: LEMON LAW
Document Type: Complaint
Jury Demand: NONE
Hurricane Sandy related? NO
Is this a professional malpractice case? NO
Related cases pending: NO
If yes, list docket numbers:
Do you anticipate adding any parties (arising out of same transaction or occurrence)? NO

THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE

CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION

Do parties have a current, past, or recurrent relationship? NO

If yes, is that relationship:

Does the statute governing this case provide for payment of fees by the losing party? NO

Use this space to alert the court to any special case characteristics that may warrant individual management or accelerated disposition:

Do you or your client need any disability accommodations? NO

If yes, please identify the requested accommodation:

Will an interpreter be needed? NO

If yes, for what language:

I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with *Rule* 1:38-7(b)

09/11/2018
Dated

/s/ TIMOTHY JOHN ABEEL JR
Signed